



## MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager *F.C.*  
Bureau of Communications and Computer Services

DATE: January 26, 2001

SUBJECT: Voice Order Training

The Division of Telecommunications will be conducting voice order training sessions in Chicago on the following dates and times.

**Tuesday, February 20, 2001**

1:00 p.m. - 3:00 p.m.

2<sup>nd</sup> Floor Training Center

James R. Thompson Center

100 West Randolph Street, Chicago

**Wednesday, February 21, 2001**

9:00 a.m. - 11:00 a.m.

2<sup>nd</sup> Floor Training Center

James R. Thompson Center

100 West Randolph Street, Chicago

The training sessions will provide information on how a telecommunications service request (TSR) should be completed and will give tips and instructions on how to check the status of your voice orders and bills in the Management of Network Inventory and Equipment System (MONIES). Additionally, the session will review the following content:

- Voice order processing structure and contacts
- Detail listing of equipment types and catalog codes
- MONIES inventory module
- MONIES billing module
- AU module
- Orders module
- Telephone units

Please note that all registrants must have their own RACF ID and MONIES ID and should have previously accessed MONIES from their office. If you need to establish RACF ID's, contact your agency data processing coordinator. If you need to establish a MONIES password or need assistance with connectivity, please contact Dana Funk, MONIES coordinator, at (217) 785-1930, by February 5, 2001.

Please R.S.V.P. to Joel Vinson at 217/524-1050 (or by e-mail at [joel\\_vinson@cms.state.il.us](mailto:joel_vinson@cms.state.il.us)) by February 13, 2001, to register for training.